

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

According to the result of the analysis discussed on the chapter 4, the conclusion of this research is as follows:

- 1) Trait optimism does not have a negative impact on job burnout among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 2) Trait optimism does not have a negative impact on emotional exhaustion among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 3) Trait optimism has a negative impact on depersonalization among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 4) Trait optimism does not have a negative impact on diminished personal accomplishment among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 5) State optimism has a negative impact on job burnout among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.

- 6) State optimism has a negative impact on emotional exhaustion among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 7) State optimism does not have a negative impact on depersonalization among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.
- 8) State optimism has a negative impact on diminished personal accomplishment among the individuals of the Millennial Generation employee in Bank Indonesia Yogyakarta.

5.2 Managerial Implication for Bank Indonesia Yogyakarta

The management of an organization in society, especially organizations with dramatic environmental changes, needs to look for Millennial Members with optimism to participate well in the workforce and focus on training the optimistic traits in Millennial Generation, this has important and practical significance to effectively reduce job burnout. Creating a harmonious and pleasant working atmosphere also can help form and consolidate optimistic attitudes of the Millennial Generation, thereby assisting the completion of work tasks.

Based on the result of this study in Bank Indonesia, state optimism has a stronger effect toward job burnout. This explained that state optimism has more ability to alleviate job burnout. In this result, the employees feel a high state optimism in the workplace, which means the Bank Indonesia Yogyakarta can make a good working environment for their employee to adapt well. In the other hand,

state optimism does not have negative impact on which is the depersonalization, which is one dimension that can caused job burnout. Employee who experience depersonalization will have this specific behaviour including the repelling of work and refusing to work or communicate at work. Therefor, making an effective regulation and training by organizational management can create a harmonious and pleasant work atmosphere that can help shape and consolidate the millennial generation's optimistic attitude, thereby helping to complete work assignments. This also can improve their opportunity to communicate well with one another.

Besides that, this result of this study showed that trait optimism has a lower effect toward job burnout. Hence, the level of trait optimism in Bank Indonesia Yogyakarta is not good enough to alleviate the job burnout. The result showed that trait optimism does not have negative impact on 2 dimension of job bornout, which is the emotional exhaustion and diminished personal accomplishment. Emotional exhaustion and diminished personal can be prevent in Bank Indonesia by putting more attention to improve the trait optimism towards the employee, so they has more opportunity and capability to develop themselves.

5.3 Suggestion

In accordance with the analysis result and the conclusion, the researcher has some suggestion as follows:

1. For Bank Indonesia Yogyakarta

From the result of this research, Bank Indonesia Yogyakarta employees has a low level in experienced Job Burnout and low level of the three dimension. But

from questionner item EE4 of the *“Saya hanya ingin melakukan pekerjaan saya dan tidak diganggu”* has the highest level than the other item of Emotional Exhaustion. From this result, company can minimize it by improving their employees’ privacy during their working hour at the workplace to provide a peaceful work place. The second high level is from Depersonalization on item D2, which is *“Saya merasa lelah di pekerjaan saya”*. This means that most of the employees had experienced job fatigue at work. Due to this problem, company is suggested to minimized the working-overload because this can alleviate the feeling tired and fatigued at work that can result in absence from work. This company also has the highest level in Diminished Personal Accomplishment in item DP *“Saya meragukan pentingnya pekerjaan saya”*. This means that the company should motivated their employees by a special training to develop themselves to be more confident about their job and having a trust on themselves from all the work they done. For the job burnout, there is a high result on item EE4, which we can conclude that this feeling of being disturb during doing their job can result a job burnout. To prevent this, Bank Indonesia need to build a quiet working atmospheres, so the employees will feel comfortable while doing their work, do not feel disturbed and focus well on their works. This can make them being more productive at the office. From the trait optimism, Bank Indonesia has a lowest level on item TO2, which is *“Dalam setahun terakhir, jika saya merasa ada masalah dalam pekerjaan saya, maka itu akan terjadi”*. This is the reversed question so the result is the opposite ways. Because this is a reverse question, researcher concludes that the level is high. From this result, the employees are being pessimistic about

their job. To minimize this, company need to do a training for their employees that can improve there optimistic towards their job this will make they has more positive thinking about their job and give a better efforts. The last is from the state optimism. The lowest level is on item SO4 “*Sekarang, saya berharap hal-hal berjalan tidak sesuai rencana saya*”, which is also a reversed question. From this statement, the employee has a negative thinking about their future. Researcher suggests company to focus on training the optimistic in Millennial Generation so this thoughts like this will be minimize. Employees need training so the improvement will come from them and make them be more positive and more capable in doing their works.

2. For the Future Researcher

In this research, trait optimism does not have negative impact towards job burnout. This can be caused because a small amount of data as it only focused on millennial generation. So, it might be a good thing to do if the future researcher can take a larger amount of data and a wider characteristic of respondent and the result can be more relevant. Future researcher should use more complex data analysis (such as SEM) to analyze the model. Future reseracher also need to perceive job burnout as a single dimension to achieve favourable results.

5.4 Limitation

The limitation of this research is the researcher has limited respondent because of the specific characteristic for the respondent. Some data of the respondent are not fulfill the criteria to be chosen, which makes researcher has to

reduce more of the sample. This caused by the small amount of millennial employees in Bank Indonesia



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Kepada Yth.

Bapak/Ibu Karyawan Bank Indonesia Yogyakarta

Di tempat

Dengan hormat,

Saya Claudia, mahasiswi Program Studi Manajemen Fakultas Bisnis dan Ekonomika Universitas Atma Jaya Yogyakarta yang sedang melaksanakan penelitian yang berjudul **“Dampak Optimisme Terhadap Kelelahan Kerja Di Antara Karyawan Generasi Milenial.”** Untuk itu saya memohon kesediaan serta waktu Bapak/Ibu untuk mengisi kuesioner ini sesuai dengan keadaan Bapak/Ibu. Kuesioner ini di terjemahkan dari Bahasa Inggris ke Bahasa Indonesia. Dalam kuesioner yang dibagi menjadi empat bagian, Bapak/Ibu diminta untuk menjawab beberapa pertanyaan secara jujur dan jelas agar jawaban yang diberikan Bapak/Ibu dapat bermanfaat untuk penelitian ini. Bantuan Bapak/Ibu dalam pengisian kuesioner ini akan sangat berguna bagi penelitian yang dapat dipertanggungjawabkan kepada Universitas Atma Jaya Yogyakarta dan Bank Indonesia Yogyakarta.

Demikian surat permohonan ini, atas ketersediaan Bapak/Ibu untuk berpartisipasi dalam pengisian kuesioner ini, saya ucapkan terima kasih.

Yogyakarta , 20 Febuari 2020

Hormat saya,

Claudia

1. Data Pribadi

Dalam bagian ini, anda diberi pertanyaan-pertanyaan yang berkaitan dengan data pribadi anda guna menjelaskan karakteristik responden penelitian ini. Anda dapat mengisi jawaban sesuai dengan data anda masing-masing.

6. Nama : _____ (Boleh di kosongkan)

7. Jenis Kelamin

☐ Pria

☐ Wanita

3. Usia

☐ 23 - 26 Tahun

☐ 26 - 29 Tahun

☐ 29 - 32 Tahun

☐ 32 – 35 Tahun

☐ 35 – 39 Tahun

4. Pendidikan Terakhir

☐ SMA

☐ S1

☐ S2

☐ S3

5. Lama Bekerja

☐ Kurang dari 2 Tahun

☐ 2-5 Tahun

☐ 6-10 Tahun

☐ Diatas 10 tahun

6. Di Departemen apakah anda saat ini ?

2. Kelelahan Pekerjaan

Pada bagian ini, pilihlah jawaban yang paling mendekati dengan apa yang anda rasakan. Beri tanda silang (x) pada angka yang sesuai dengan pilihan anda. Jawaban terdiri dari angka 1 sampai 5 dengan keterangan sebagai berikut :

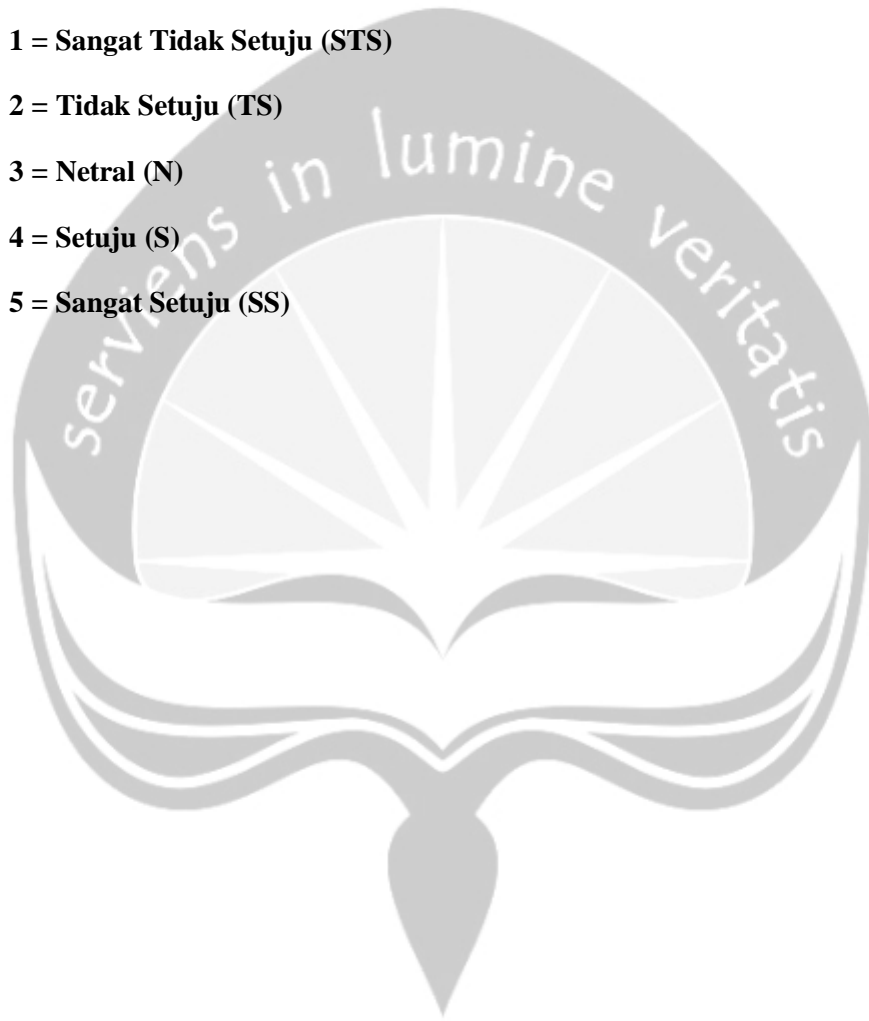
1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Netral (N)

4 = Setuju (S)

5 = Sangat Setuju (SS)



No.	PERNYATAAN	STS	TS	N	S	SS
<i>Kelelahan Emosioanal</i>						
1	Saya merasa lelah secara emosional dari pekerjaan saya.	1	2	3	4	5
2	Saya merasa kelelahan di akhir hari kerja saya.	1	2	3	4	5
3	Saya merasa lelah ketika bangun di pagi hari dan harus menghadapi hari-hari di tempat kerja.	1	2	3	4	5
4	Saya hanya ingin melakukan pekerjaan saya dan tidak diganggu.	1	2	3	4	5
5	Saya telah menyelesaikan banyak hal bermanfaat dalam pekerjaan ini.	1	2	3	4	5
<i>Depersonalisasi</i>						
1	Saya dapat secara efektif menyelesaikan masalah yang muncul dalam pekerjaan saya.	1	2	3	4	5
2	Saya merasa lelah di pekerjaan saya.	1	2	3	4	5
3	Saya merasa senang ketika saya mencapai sesuatu di tempat kerja.	1	2	3	4	5
4	Saya menjadi lebih meragukan (sinis) tentang apakah pekerjaan saya berkontribusi atau tidak.	1	2	3	4	5
5	Di pekerjaan saya, saya merasa yakin bahwa saya efektif dalam menyelesaikan sesuatu.	1	2	3	4	5
<i>Prestasi Pribadi</i>						
1	Bekerja sepanjang hari benar-benar menyusahkan bagi saya.	1	2	3	4	5
2	Saya merasa saya memberikan kontribusi yang efektif terhadap apa yang dilakukan organisasi ini.	1	2	3	4	5
3	Saya menjadi kurang tertarik pada pekerjaan saya, sejak saya memulai pekerjaan ini.	1	2	3	4	5
4	Saya menjadi kurang antusias dengan pekerjaan saya.	1	2	3	4	5
5	Menurut saya, saya melakukan pekerjaan dengan baik.	1	2	3	4	5
6	Saya meragukan pentingnya pekerjaan saya.	1	2	3	4	5

3. Optimisme Sifat

Dalam bagian ini , anda diminta untuk menjawab apa yang anda rasakan secara keseluruhan **selama setahun terakhir**. Pertanyaan ini terdiri dari 6 pertanyaan. Beri tanda silang (x) pada angka yang sesuai dengan pilihan anda. Tidak ada jawaban benar atau salah pada pertanyaan di bawah. Jawaban terdiri dari angka 1 sampai 5 dengan keterangan sebagai berikut :

1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Netral (N)

4 = Setuju (S)

5 = Sangat Setuju (SS)

No.	PERNYATAAN	STS	TS	N	S	SS
1	Dalam setahun terakhir, biasanya saya mengharapkan yang terbaik dalam pekerjaan saya.	1	2	3	4	5
2	Dalam setahun terakhir , jika saya merasa ada masalah dalam pekerjaan saya, maka itu akan terjadi.	1	2	3	4	5
3	Dalam setahun terakhir, saya selalu optimis tentang masa depan saya.	1	2	3	4	5
4	Dalam setahun terakhir , saya hampir tidak pernah berharap hal-hal berjalan sesuai rencana saya.	1	2	3	4	5
5	Dalam setahun terakhir , saya jarang mengandalkan hal-hal baik selalu terjadi pada saya.	1	2	3	4	5
6	Dalam setahun terakhir , saya mengharapkan lebih banyak hal baik terjadi pada saya daripada yang buruk.	1	2	3	4	5

4. Optimisme Keadaan

Dalam bagian ini , anda diminta untuk menjawab apa yang anda rasakan secara keseluruhan **selama seminggu terakhir**. Pertanyaan ini terdiri dari 6 pertanyaan. Beri tanda silang (x) pada angka yang sesuai dengan pilihan anda. Tidak ada jawaban benar atau salah pada pertanyaan di bawah. Jawaban terdiri dari angka 1 sampai 5 dengan keterangan sebagai berikut :

1 = Sangat Tidak Setuju (STS)

2 = Tidak Setuju (TS)

3 = Netral (N)

4 = Setuju (S)

5 = Sangat Setuju (SS)

No.	PERNYATAAN	STS	TS	N	S	SS
1	Sekarang ini , saya biasanya mengharapkan yang terbaik dalam pekerjaan saya.	1	2	3	4	5
2	Belakangan ini, saya merasa pekerjaan yang saya lakukan tidak sesuai dengan rencana.	1	2	3	4	5
3	Saat ini , saya optimis tentang masa depan saya	1	2	3	4	5
4	Sekarang , saya berharap hal-hal berjalan tidak sesuai rencana saya.	1	2	3	4	5
5	Pada saat ini , saya tidak percaya hal-hal baik akan terjadi pada saya.	1	2	3	4	5
6	Sekarang ini, saya mengharapkan lebih banyak hal baik terjadi pada saya daripada yang buruk.	1	2	3	4	5

Terimakasih atas kesediaan Bapak/Ibu untuk berpartisipasi dalam penelitian ini. Bapak/Ibu di mohon untuk memeriksa kembali **apakah Bapak/Ibu telah menjawab semua pertanyaan dalam kuestioner ini.**

Apabila Bapak/Ibu mempunyai pertanyaan yang berkaitan dengan kuestioner atau penelitian ini, dengan senang hati akan saya jawab pada alamat berikut :

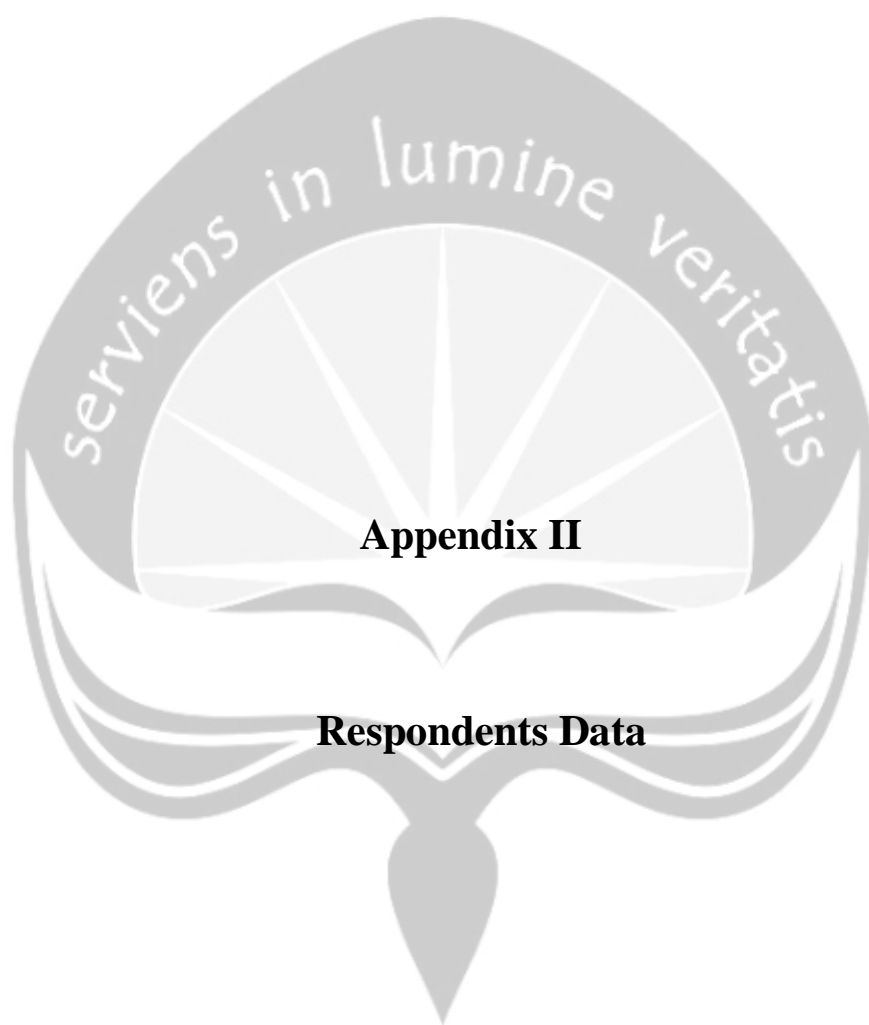
Claudia

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Statistics

		Gender	Age	Education	Working_Experience
N	Valid	31	31	31	31
	Missing	0	0	0	0

Frequency Table

Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	5	16.1	16.1	16.1
	Male	26	83.9	83.9	100.0
	Total	31	100.0	100.0	

Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	23 - 26 Years Old	6	19.4	19.4	19.4
	26 - 29 Years Old	10	32.3	32.3	51.6
	29 - 32 Years Old	6	19.4	19.4	71.0
	32 - 35 Years Old	5	16.1	16.1	87.1
	35 - 39 Years Old	4	12.9	12.9	100.0
	Total	31	100.0	100.0	

Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor Degree	24	77.4	77.4	77.4
	Master Degree	1	3.2	3.2	80.6
	Senior High School	6	19.4	19.4	100.0

Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor Degree	24	77.4	77.4	77.4
	Master Degree	1	3.2	3.2	80.6
	Senior High School	6	19.4	19.4	100.0
	Total	31	100.0	100.0	

Working Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2 - 5 Years	17	54.8	54.8	54.8
	6 - 10 Years	9	29.0	29.0	83.9
	Less than 2 Years	3	9.7	9.7	93.5
	More Than 10 Years	2	6.5	6.5	100.0
	Total	31	100.0	100.0	



Emotional Exhaustion

No	EE1	EE2	EE3	EE4
1	2	2	2	1
2	1	1	1	1
3	1	1	1	1
4	3	3	5	1
5	3	3	3	3
6	3	4	2	3
7	2	2	4	5
8	1	2	2	4
9	1	1	1	1
10	2	2	1	2
11	2	2	2	2
12	3	3	2	2
13	1	2	1	4
14	2	2	2	2
15	2	2	2	3
16	2	2	3	4
17	2	2	2	2
18	2	3	2	2
19	2	2	2	4
20	3	3	3	4
21	1	1	1	4

No	EE1	EE2	EE3	EE4
22	4	1	1	3
23	3	3	3	3
24	1	1	1	3
25	1	1	1	2
26	1	1	1	1
27	2	2	2	2
28	3	3	2	2
29	3	3	3	3
30	3	3	3	2
31	4	2	2	3

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
EE1	31	1.00	4.00	2.1290	.92166
EE2	31	1.00	4.00	2.0968	.83086
EE3	31	1.00	5.00	2.0323	.98265
EE4	31	1.00	5.00	2.5484	1.12068
Valid N (listwise)	31			2.2016	

Depersonalization

No	D1	D2	D3	D4	D5
1	2	2	1	2	1
2	1	1	1	2	2
3	3	1	1	1	1
4	1	3	1	1	2
5	2	3	2	3	2
6	2	3	2	2	2
7	2	2	1	1	2
8	2	2	1	3	2
9	1	1	1	1	1
10	2	1	1	1	2
11	2	2	2	2	2
12	1	2	1	2	1
13	1	1	1	1	1
14	2	2	2	1	2
15	2	1	2	2	2
16	2	2	2	2	2
17	2	2	1	2	3
18	2	3	3	3	2
19	2	2	2	2	2
20	2	3	2	2	2
21	2	2	1	1	2

No	D1	D2	D3	D4	D5
22	1	2	1	1	2
23	2	3	2	2	1
24	2	3	1	2	1
25	1	1	1	1	5
26	1	1	2	1	5
27	2	3	2	2	4
28	2	3	3	3	2
29	2	3	1	3	2
30	2	3	2	2	2
31	1	2	2	2	2

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
D1	31	1.00	3.00	1.7419	.51431
D2	31	1.00	3.00	2.0968	.78972
D3	31	1.00	3.00	1.5484	.62390
D4	31	1.00	3.00	1.8065	.70329
D5	31	1.00	5.00	2.0645	.99785
Valid N (listwise)	31			1.8516	

Diminished Personal Accomplishment

No	DP1	DP2	DP3	DP4	DP5	DP6
1	1	2	2	1	1	2
2	2	1	2	1	1	2
3	1	1	1	1	1	1
4	1	1	1	1	1	1
5	2	3	2	3	3	3
6	2	2	3	2	2	2
7	1	2	2	2	2	2
8	3	2	3	2	3	2
9	1	1	1	1	1	1
10	1	2	1	1	2	1
11	2	2	1	2	2	2
12	1	1	1	1	1	1
13	1	1	1	1	1	1
14	2	2	1	1	2	1
15	1	1	1	1	1	2
16	2	2	1	2	2	2
17	1	2	1	1	3	1
18	2	2	3	2	1	3
19	2	2	2	2	2	2
20	2	2	3	3	2	2
21	2	2	1	1	2	1

No	DP1	DP2	DP3	DP4	DP5	DP6
22	1	2	1	2	2	2
23	3	3	3	3	3	2
24	2	1	1	2	1	3
25	1	1	1	1	1	1
26	2	1	2	1	1	2
27	2	1	2	1	1	2
28	2	2	2	2	2	2
29	2	2	2	2	2	2
30	2	2	1	1	2	1
31	2	2	2	2	1	2

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
DP1	31	1.00	3.00	1.6774	.59928
DP2	31	1.00	3.00	1.7097	.58842
DP3	31	1.00	3.00	1.6452	.75491
DP4	31	1.00	3.00	1.5806	.67202
DP5	31	1.00	3.00	1.6774	.70176
DP6	31	1.00	3.00	1.7419	.63075
Valid N (listwise)	31			1.6720	

Trait Optimism

No	TO1	TO2	TO3	TO4	TO5	TO6
1	5	2	4	5	5	5
2	4	2	5	4	4	5
3	5	5	5	5	4	5
4	5	5	5	5	5	5
5	3	3	3	3	3	3
6	4	2	4	4	4	4
7	4	2	4	4	4	5
8	4	4	3	4	4	4
9	5	5	5	2	4	5
10	3	3	5	5	5	4
11	4	4	4	4	4	5
12	5	3	5	4	5	4
13	5	5	5	5	5	5
14	4	4	4	4	4	4
15	5	4	5	4	4	5
16	4	3	4	4	4	4
17	3	4	3	4	4	3
18	4	4	4	4	4	4
19	4	4	4	4	4	4
20	4	3	4	4	4	4
21	4	2	4	4	5	5

No	TO1	TO2	TO3	TO4	TO5	TO6
22	5	3	4	3	4	5
23	3	3	4	4	4	4
24	5	3	5	3	1	5
25	5	4	5	4	2	5
26	5	2	5	4	2	4
27	5	2	3	3	3	5
28	4	4	4	4	4	4
29	5	3	4	4	4	5
30	4	3	5	3	4	5
31	5	3	4	3	3	5

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
TO1	31	3.00	5.00	4.3226	.70176
TO2	31	2.00	5.00	3.3226	.97936
TO3	31	3.00	5.00	4.2581	.68155
TO4	31	2.00	5.00	3.9032	.70023
TO5	31	1.00	5.00	3.8710	.92166
TO6	31	3.00	5.00	4.4839	.62562
Valid N (listwise)	31			4.0269	

State Optimism

No	SO1	SO2	SO3	SO4	SO5	SO6
1	5	4	4	4	5	5
2	5	5	5	4	4	5
3	5	5	5	5	5	5
4	5	5	5	5	5	5
5	3	3	3	3	3	3
6	4	4	4	4	4	4
7	4	2	5	4	5	5
8	4	4	3	4	4	4
9	5	5	5	4	4	5
10	4	4	5	3	5	4
11	5	4	4	4	4	5
12	4	4	5	4	4	4
13	5	5	5	5	5	5
14	4	4	5	4	4	4
15	5	4	5	5	5	5
16	4	4	4	4	4	4
17	3	4	3	5	5	3
18	4	4	5	4	4	5
19	4	4	4	4	4	4
20	4	4	4	4	4	4
21	5	4	5	5	5	5

No	SO1	SO2	SO3	SO4	SO5	SO6
22	5	5	5	3	4	5
23	4	3	4	4	4	4
24	5	4	5	3	1	5
25	5	4	5	4	5	5
26	5	5	5	5	5	5
27	5	5	5	3	3	5
28	4	4	4	4	4	4
29	5	4	5	4	4	5
30	5	3	5	4	5	5
31	5	4	5	3	3	5

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
SO1	31	3.00	5.00	4.4839	.62562
SO2	31	2.00	5.00	4.0968	.70023
SO3	31	3.00	5.00	4.5484	.67521
SO4	31	3.00	5.00	4.0323	.65746
SO5	31	1.00	5.00	4.1935	.87252
SO6	31	3.00	5.00	4.5484	.62390
Valid N (listwise)	31			4.3172	

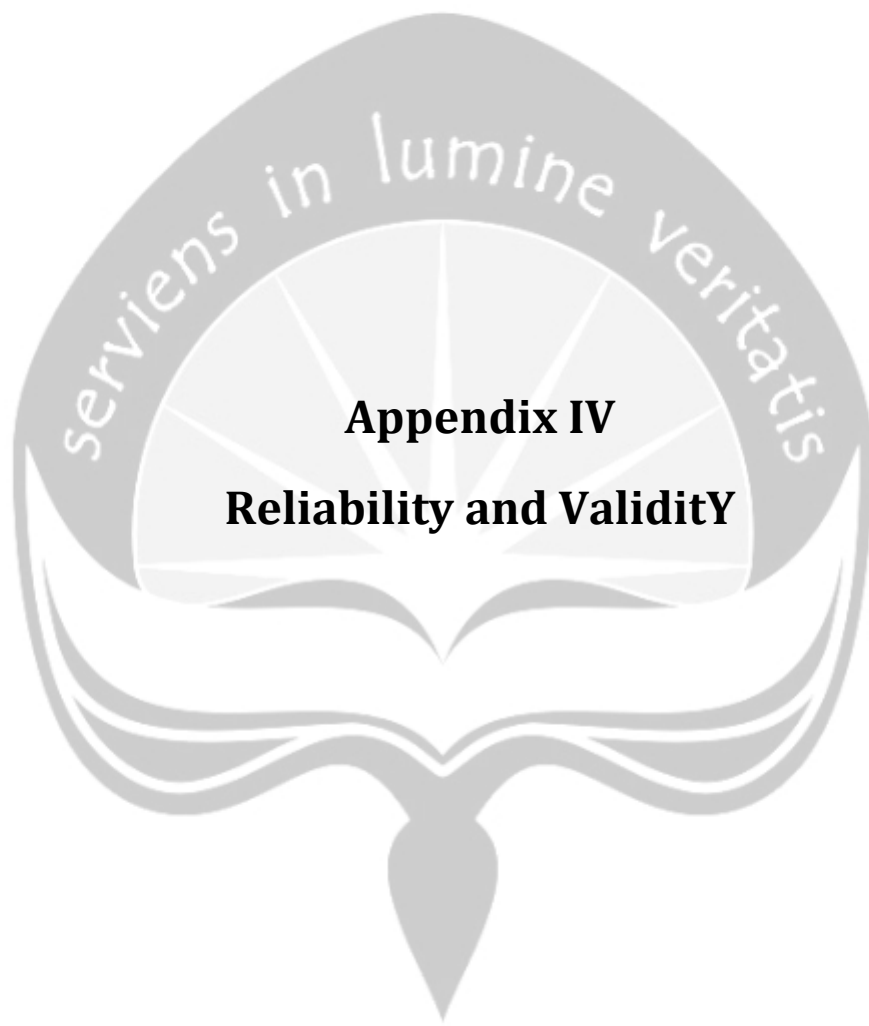
Job Burnout

No	EE1	EE2	EE3	EE4	D1	D2	D3	D4	D5	DP1	DP2	DP3	DP4	DP5	DP6
1	2	2	2	1	2	2	1	2	1	1	2	2	1	1	2
2	1	1	1	1	1	1	1	2	2	2	1	2	1	1	2
3	1	1	1	1	3	1	1	1	1	1	1	1	1	1	1
4	3	3	5	1	1	3	1	1	2	1	1	1	1	1	1
5	3	3	3	3	2	3	2	3	2	2	3	2	3	3	3
6	3	4	2	3	2	3	2	2	2	2	2	3	2	2	2
7	2	2	4	5	2	2	1	1	2	1	2	2	2	2	2
8	1	2	2	4	2	2	1	3	2	3	2	3	2	3	2
9	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
10	2	2	1	2	2	1	1	1	2	1	2	1	1	2	1
11	2	2	2	2	2	2	2	2	2	2	2	1	2	2	2
12	3	3	2	2	1	2	1	2	1	1	1	1	1	1	1
13	1	2	1	4	1	1	1	1	1	1	1	1	1	1	1
14	2	2	2	2	2	2	2	1	2	2	2	1	1	2	1
15	2	2	2	3	2	1	2	2	2	1	1	1	1	1	2

No	EE1	EE2	EE3	EE4	D1	D2	D3	D4	D5	DP1	DP2	DP3	DP4	DP5	DP6
16	2	2	3	4	2	2	2	2	2	2	2	1	2	2	2
17	2	2	2	2	2	2	1	2	3	1	2	1	1	3	1
18	2	3	2	2	2	3	3	3	2	2	2	3	2	1	3
19	2	2	2	4	2	2	2	2	2	2	2	2	2	2	2
20	3	3	3	4	2	3	2	2	2	2	2	3	3	2	2
21	1	1	1	4	2	2	1	1	2	2	2	1	1	2	1
22	4	1	1	3	1	2	1	1	2	1	2	1	2	2	2
23	3	3	3	3	2	3	2	2	1	3	3	3	3	3	2
24	1	1	1	3	2	3	1	2	1	2	1	1	2	1	3
25	1	1	1	2	1	1	1	1	5	1	1	1	1	1	1
26	1	1	1	1	1	1	2	1	5	2	1	2	1	1	2
27	2	2	2	2	2	3	2	2	4	2	1	2	1	1	2
28	3	3	2	2	2	3	3	3	2	2	2	2	2	2	2
29	3	3	3	3	2	3	1	3	2	2	2	2	2	2	2
30	3	3	3	2	2	3	2	2	2	2	2	1	1	2	1
31	4	2	2	3	1	2	2	2	2	2	2	2	2	1	2

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
EE1	31	1.00	4.00	2.1290	.92166
EE2	31	1.00	4.00	2.0968	.83086
EE3	31	1.00	5.00	2.0323	.98265
EE4	31	1.00	5.00	2.5484	1.12068
D1	31	1.00	3.00	1.7419	.51431
D2	31	1.00	3.00	2.0968	.78972
D3	31	1.00	3.00	1.5484	.62390
D4	31	1.00	3.00	1.8065	.70329
D5	31	1.00	5.00	2.0645	.99785
DP1	31	1.00	3.00	1.6774	.59928
DP2	31	1.00	3.00	1.7097	.58842
DP3	31	1.00	3.00	1.6452	.75491
DP4	31	1.00	3.00	1.5806	.67202
DP5	31	1.00	3.00	1.6774	.70176
DP6	31	1.00	3.00	1.7419	.63075
Valid N (listwise)	31			1.8731	



Appendix IV

Reliability and Validity

Validity

Emotional Exhaustion

Correlations

		EE1	EE2	EE3	EE4	EE5	EmotionalExhaustion
EE1	Pearson Correlation	1	.639**	.805**	.156	.111	.837**
	Sig. (2-tailed)		.000	.000	.379	.533	.000
	N	34	34	34	34	34	34
EE2	Pearson Correlation	.639**	1	.703**	.227	.098	.823**
	Sig. (2-tailed)	.000		.000	.198	.582	.000
	N	34	34	34	34	34	34
EE3	Pearson Correlation	.805**	.703**	1	.351*	.011	.906**
	Sig. (2-tailed)	.000	.000		.042	.952	.000
	N	34	34	34	34	34	34
EE4	Pearson Correlation	.156	.227	.351*	1	-.428*	.505**
	Sig. (2-tailed)	.379	.198	.042		.012	.002
	N	34	34	34	34	34	34
EE5	Pearson Correlation	.111	.098	.011	-.428*	1	.112
	Sig. (2-tailed)	.533	.582	.952	.012		.530
	N	34	34	34	34	34	34
EmotionalExhaustion	Pearson Correlation	.837**	.823**	.906**	.505**	.112	1
	Sig. (2-tailed)	.000	.000	.000	.002	.530	
	N	34	34	34	34	34	34

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Depersonalization

Correlations

		D1	D2	D3	D4	D5	Depersonalization
D1	Pearson Correlation	1	.252	.291	.100	.573**	.605**
	Sig. (2-tailed)		.150	.095	.572	.000	.000
	N	34	34	34	34	34	34
D2	Pearson Correlation	.252	1	.287	.470**	.380*	.766**
	Sig. (2-tailed)	.150		.100	.005	.027	.000
	N	34	34	34	34	34	34
D3	Pearson Correlation	.291	.287	1	.240	.422*	.597**
	Sig. (2-tailed)	.095	.100		.172	.013	.000
	N	34	34	34	34	34	34
D4	Pearson Correlation	.100	.470**	.240	1	.179	.673**
	Sig. (2-tailed)	.572	.005	.172		.312	.000
	N	34	34	34	34	34	34
D5	Pearson Correlation	.573**	.380*	.422*	.179	1	.700**
	Sig. (2-tailed)	.000	.027	.013	.312		.000
	N	34	34	34	34	34	34
Depersonalization	Pearson Correlation	.605**	.766**	.597**	.673**	.700**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	
	N	34	34	34	34	34	34

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Diminished Personal Accomplishment

Correlations

		DP1	DP2	DP3	DP4	DP5	DP6	Diminished Personal Accomplishment
DP1	Pearson Correlation	1	.115	.540**	.508**	.050	.314	.673**
	Sig. (2-tailed)		.517	.001	.002	.780	.071	.000
	N	34	34	34	34	34	34	34
DP2	Pearson Correlation	.115	1	.220	.263	.409*	.084	.439**
	Sig. (2-tailed)	.517		.210	.132	.016	.638	.009
	N	34	34	34	34	34	34	34
DP3	Pearson Correlation	.540**	.220	1	.843**	.186	.667**	.871**
	Sig. (2-tailed)	.001	.210		.000	.294	.000	.000
	N	34	34	34	34	34	34	34
DP4	Pearson Correlation	.508**	.263	.843**	1	.200	.838**	.917**
	Sig. (2-tailed)	.002	.132	.000		.256	.000	.000
	N	34	34	34	34	34	34	34
DP5	Pearson Correlation	.050	.409*	.186	.200	1	.070	.391*
	Sig. (2-tailed)	.780	.016	.294	.256		.693	.022
	N	34	34	34	34	34	34	34
DP6	Pearson Correlation	.314	.084	.667**	.838**	.070	1	.760**
	Sig. (2-tailed)	.071	.638	.000	.000	.693		.000
	N	34	34	34	34	34	34	34
Diminished Personal Accomplishment	Pearson Correlation	.673**	.439**	.871**	.917**	.391*	.760**	1
	Sig. (2-tailed)	.000	.009	.000	.000	.022	.000	
	N	34	34	34	34	34	34	34

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Trait Optimism

Correlations

		TO1	TO2	TO3	TO4	TO5	TO6	TraitOptimism
TO1	Pearson Correlation	1	.170	.349*	.264	.018	.206	.474**
	Sig. (2-tailed)		.337	.043	.131	.919	.243	.005
	N	34	34	34	34	34	34	34
TO2	Pearson Correlation	.170	1	.208	-.079	.124	.030	.382*
	Sig. (2-tailed)	.337		.238	.656	.484	.866	.026
	N	34	34	34	34	34	34	34
TO3	Pearson Correlation	.349*	.208	1	.375*	.172	.431*	.661**
	Sig. (2-tailed)	.043	.238		.029	.330	.011	.000
	N	34	34	34	34	34	34	34
TO4	Pearson Correlation	.264	-.079	.375*	1	.478**	.403*	.692**
	Sig. (2-tailed)	.131	.656	.029		.004	.018	.000
	N	34	34	34	34	34	34	34
TO5	Pearson Correlation	.018	.124	.172	.478**	1	.355*	.692**
	Sig. (2-tailed)	.919	.484	.330	.004		.039	.000
	N	34	34	34	34	34	34	34
TO6	Pearson Correlation	.206	.030	.431*	.403*	.355*	1	.674**
	Sig. (2-tailed)	.243	.866	.011	.018	.039		.000
	N	34	34	34	34	34	34	34
TraitOptimism	Pearson Correlation	.474**	.382*	.661**	.692**	.692**	.674**	1
	Sig. (2-tailed)	.005	.026	.000	.000	.000	.000	
	N	34	34	34	34	34	34	34

*. Correlation is significant at the 0.05 level (2-tailed).

**. Correlation is significant at the 0.01 level (2-tailed).

State Optimism

Correlations

		SO1	SO2	SO3	SO4	SO5	SO6	StateOptimism
SO1	Pearson Correlation	1	.475**	.549**	.172	.308	.336	.659**
	Sig. (2-tailed)		.005	.001	.329	.076	.052	.000
	N	34	34	34	34	34	34	34
SO2	Pearson Correlation	.475**	1	.604**	.070	.383*	.339*	.702**
	Sig. (2-tailed)	.005		.000	.694	.025	.050	.000
	N	34	34	34	34	34	34	34
SO3	Pearson Correlation	.549**	.604**	1	.251	.408*	.072	.694**
	Sig. (2-tailed)	.001	.000		.153	.017	.687	.000
	N	34	34	34	34	34	34	34
SO4	Pearson Correlation	.172	.070	.251	1	.453**	.232	.621**
	Sig. (2-tailed)	.329	.694	.153		.007	.186	.000
	N	34	34	34	34	34	34	34
SO5	Pearson Correlation	.308	.383*	.408*	.453**	1	.457**	.736**
	Sig. (2-tailed)	.076	.025	.017	.007		.007	.000
	N	34	34	34	34	34	34	34
SO6	Pearson Correlation	.336	.339*	.072	.232	.457**	1	.590**
	Sig. (2-tailed)	.052	.050	.687	.186	.007		.000
	N	34	34	34	34	34	34	34
StateOptimism	Pearson Correlation	.659**	.702**	.694**	.621**	.736**	.590**	1
	Sig. (2-tailed)	.000	.000	.000	.000	.000	.000	
	N	34	34	34	34	34	34	34

** . Correlation is significant at the 0.01 level (2-tailed).

* . Correlation is significant at the 0.05 level (2-tailed).

Reliability

Emotional Exhaustion

Reliability Statistics

Cronbach's Alpha	N of Items
.771	4

Depersonalization

Reliability Statistics

Cronbach's Alpha	N of Items
.678	5

Diminished Personal Accomplishment

Reliability Statistics

Cronbach's Alpha	N of Items
.778	6

Trait Optimism

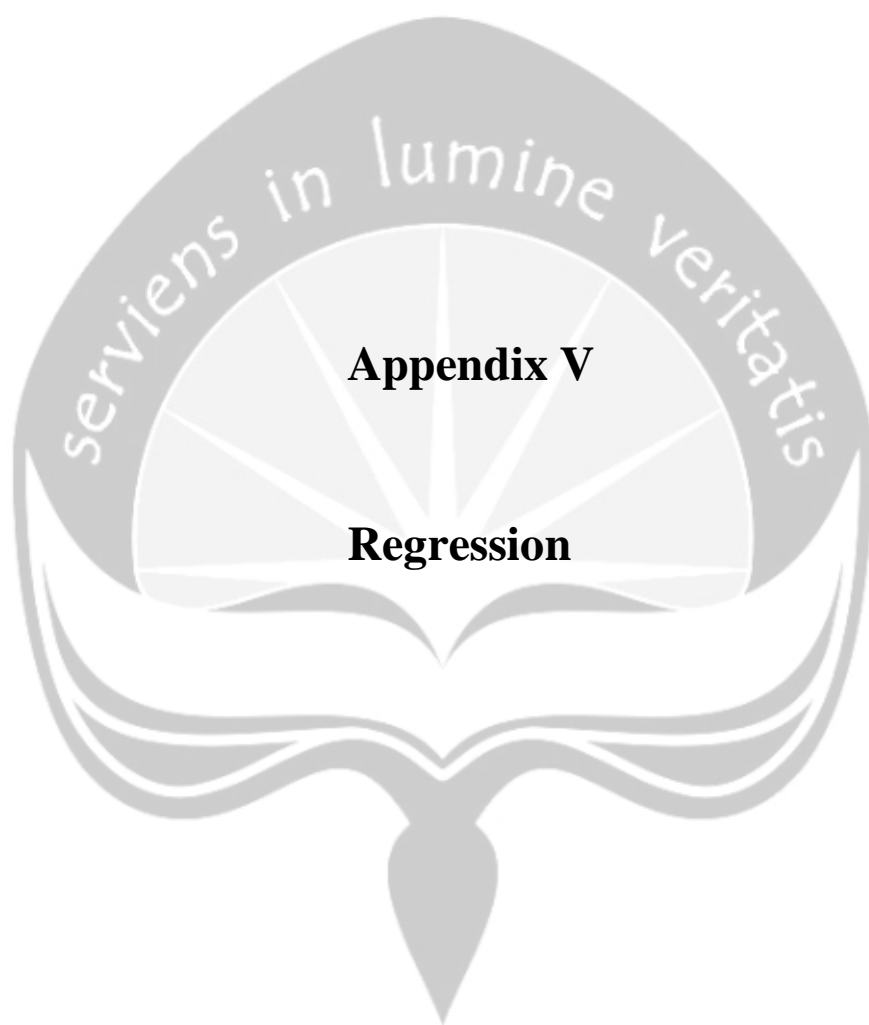
Reliability Statistics

Cronbach's Alpha	N of Items
.636	6

State Optimism

Reliability Statistics

Cronbach's Alpha	N of Items
.718	6



H1A H2A

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	State_Optimism, Trait_Optimism ^a	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.531 ^a	.282	.231	.61093

a. Predictors: (Constant), State_Optimism, Trait_Optimism

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.102	2	2.051	5.495	.010 ^a
	Residual	10.451	28	.373		
	Total	14.552	30			

a. Predictors: (Constant), State_Optimism, Trait_Optimism

b. Dependent Variable: Emotional_Exhaustion

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.898	1.134		4.317	.000
	Trait_Optimism	.533	.398	.326	1.340	.191
	State_Optimism	-1.122	.374	-.731	-3.003	.006

a. Dependent Variable: Emotional_Exhaustion

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	State_Optimism, Trait_Optimism ^a	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.609 ^a	.371	.326	.34698

a. Predictors: (Constant), State_Optimism, Trait_Optimism

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	1.986	2	.993	8.249	.002 ^a
	Residual	3.371	28	.120		
	Total	5.357	30			

a. Predictors: (Constant), State_Optimism, Trait_Optimism

b. Dependent Variable: Depersonalization

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.358	.644		6.764	.000
	Trait_Optimism	-.538	.226	-.543	-2.380	.024
	State_Optimism	-.079	.212	-.085	-.372	.713

a. Dependent Variable: Depersonalization

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	State_Optimism, Trait_Optimism ^a	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.757 ^a	.574	.543	.34231

a. Predictors: (Constant), State_Optimism, Trait_Optimism

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4.413	2	2.206	18.829	.000 ^a
	Residual	3.281	28	.117		
	Total	7.694	30			

a. Predictors: (Constant), State_Optimism, Trait_Optimism

b. Dependent Variable: Diminished_Personal_Accomplishment

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.537	.636		8.712	.000
	Trait_Optimism	-.348	.223	-.293	-1.561	.130
	State_Optimism	-.571	.209	-.512	-2.726	.011

a. Dependent Variable: Diminished_Personal_Accomplishment

H1H2 (TO & SO → JOB BURNOUT)

Variables Entered/Removed

Model	Variables Entered	Variables Removed	Method
1	State_Optimism, Trait_Optimism ^a	.	Enter

a. All requested variables entered.

Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.703 ^a	.494	.458	.32700

a. Predictors: (Constant), State_Optimism, Trait_Optimism

ANOVA^b

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	2.920	2	1.460	13.656	.000 ^a
	Residual	2.994	28	.107		
	Total	5.914	30			

a. Predictors: (Constant), State_Optimism, Trait_Optimism

b. Dependent Variable: Job_Burnout

Coefficients^a

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.974	.607		8.192	.000
	Trait_Optimism	-.176	.213	-.169	-.828	.415
	State_Optimism	-.554	.200	-.566	-2.769	.010

a. Dependent Variable: Job_Burnout